

FORM PTO-892 (REV. 3-78)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	SERIAL NO. 08/252,984	GROUP/ART UNIT 2601	ATTACHMENT TO PAPER NUMBER 24
NOTICE OF REFERENCES CITED		APPLICANT(S) Alleman		

U.S. PATENT DOCUMENTS						
	DOCUMENT NO.	DATE	NAME	CLASS	SUB-CLASS	FILING DATE IF APPROPRIATE
A	5185782	2/93	Srinivasan	379	266	2/91
B	5317627	5/94	Richardson, Jr. et al	379	207	10/90
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G						
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I						
J						
K						

FOREIGN PATENT DOCUMENTS								
	DOCUMENT NO.	DATE	COUNTRY	NAME	CLASS	SUB-CLASS	PERTINENT SHTS. DWG.	PP. SPEC.
L								
M								
N								
O								
P								
Q								

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)	
R	"The Smart Way to Handle Incoming Callers", Inbound/Outbound Magazine, May 1990, pp. 22-34 -
S	"IBM's Callpath Explained", Inbound/Outbound Magazine, October 1989, pp. 15-18
T	
U	

EXAMINER A. MATAR	DATE 8/8/94
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* A copy of this reference is not being furnished with this office action.
(See Manual of Patent Examining Procedure,)